

(12) INTERNATIONAL APPLICATION PUBLISHED UNDER THE PATENT COOPERATION TREATY (PCT)

(19) World Intellectual Property Organization
International Bureau(43) International Publication Date
12 September 2003 (12.09.2003)

PCT

(10) International Publication Number
WO 03/075119 A3(51) International Patent Classification⁷: **G06K 9/00, 9/62, H04N 7/18, 5/225, G08B 13/00, 21/00, 23/00**(21) International Application Number: **PCT/IL03/00186**(22) International Filing Date: **6 March 2003 (06.03.2003)**(25) Filing Language: **English**(26) Publication Language: **English**(30) Priority Data:
60/362,309 7 March 2002 (07.03.2002) US(71) Applicant (for all designated States except US): **NICE SYSTEMS LTD.** [IL/IL]; 8 Hapnina Street, 43107 Ra'anana (IL).

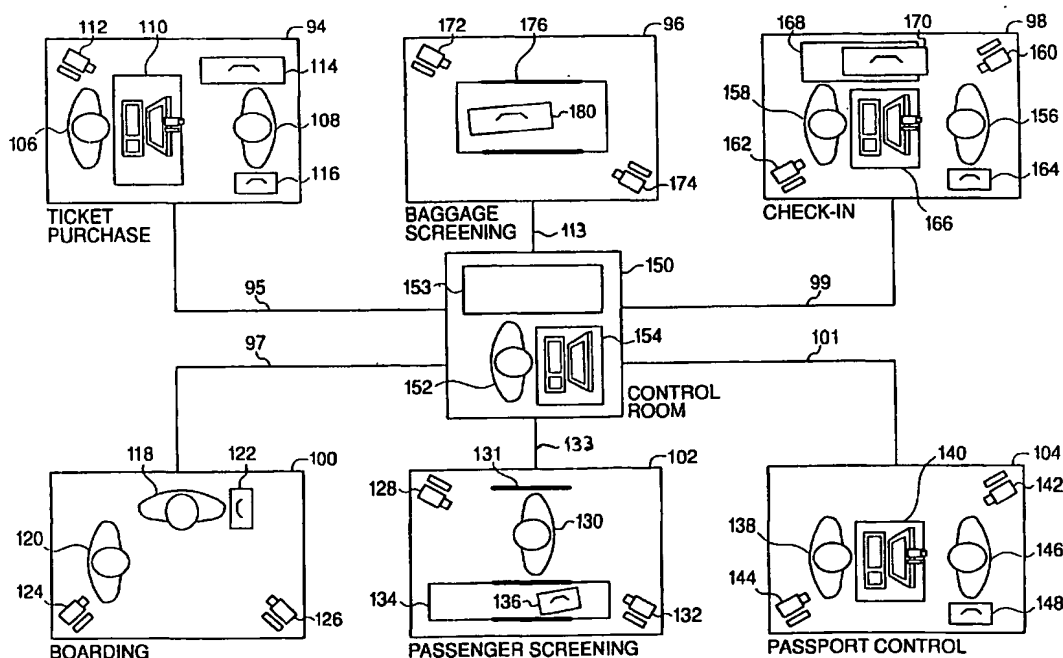
(72) Inventors; and

(75) Inventors/Applicants (for US only): **MANASSEH, Frederick, Mark** [IL/IL]; 34 HaOdem Street, 73142 Shoham (IL). **BEN-TOV, Omri** [IL/IL]; 11 Mishol Beit-Habad Street, 44241 Cfar-Saba (IL). **HADAD, Zion** [IL/IL]; 19 Ayarden Street, 40600 Tel Mond (IL). **MOAV, Jonathan** [IL/IL]; 8 Hapnina Street, 43107 Ra'anana (IL). **RUBEL, Asher** [IL/IL]; 11/5 Ha-zohar Street, 73142 Shoam (IL).(74) Agents: **AGMON, Jonathan et al.**; Soroker-Agmon, Advocates and Patent Attorneys, Levinstein Tower, 12th floor, 23 Petach Tikva Road, 66184 Tel Aviv (IL).(81) Designated States (national): **AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG, BR, BY, BZ, CA, CH, CN, CO, CR, CU, CZ, DE, DK, DM, DZ, EC, EE, ES, FI, GB, GD, GE, GH, GM, HR, HU, ID, IL, IN, IS, JP, KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ, NI, NO, NZ, OM, PH, PL, PT, RO, RU, SC, SD, SE, SG, SK, SL, TJ, TM, TN, TR, TT, TZ, UA, UG, US, UZ, VC, VN, YU, ZA, ZM, ZW.**(84) Designated States (regional): **ARIPO patent (GH, GM, KE, LS, MW, MZ, SD, SL, SZ, TZ, UG, ZM, ZW), Eurasian patent (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM), European patent (AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HU, IE, IT, LU, MC, NL, PT, RO, SE, SI, SK, TR), OAPI patent (BF, BJ, CF, CG, CI, CM, GA, GN, GQ, GW, ML, MR, NE, SN, TD, TG).**

Published:

— with international search report

[Continued on next page]

(54) Title: **A SYSTEM AND METHOD FOR TRAVELER INTERACTIONS MANAGEMENT**

(57) Abstract: An apparatus and method for the analysis of a captured interaction associated with a traveler and an agent, the apparatus comprising an at least one first station for capturing an at least one first interaction along a traveler path, an at least one second station for capturing an at least one second interaction along the traveler path and an analysis device for comparing the at least one second interaction with the at least one first interaction.



(88) Date of publication of the international search report:
18 December 2003

For two-letter codes and other abbreviations, refer to the "Guidance Notes on Codes and Abbreviations" appearing at the beginning of each regular issue of the PCT Gazette.

INTERNATIONAL SEARCH REPORT

International application No.

PCT/IL03/00186

A. CLASSIFICATION OF SUBJECT MATTER												
IPC(7) : G06K 9/00, 9/62; H04N 7/18, 5/225; G08B 13/00, 21/00, 23/00												
US CL : 382/103,115; 348/143,156,159,161,169;340/5.8,5.81,5.86												
According to International Patent Classification (IPC) or to both national classification and IPC												
B. FIELDS SEARCHED												
Minimum documentation searched (classification system followed by classification symbols)												
U.S. : 382/103,115,154; 348/143,150,151,156,159,161,169;340/5.8,5.81,5.82,5.83,5.84,5.85,5.86												
Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched												
Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)												
Please See Continuation Sheet												
C. DOCUMENTS CONSIDERED TO BE RELEVANT												
Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.										
X	US 4,821,118 A (LAFRENIERE) 11 April 1989 (11.04.1989), figure 10; column 9, line 44-68; column 11, line 8-column 12, line 16; column 13, line 1-22	1-2,5-8,11-18,23-25,28-30,34-40,42-43										

Y		3-4,9,19-22,26-27,31-33,41										
Y	US 6,097,429 A (SEELY et al.) 01 August 2000 (01.08.2000), abstract; column 8, line 31-column 9, line 5; column 13, line 5-column 14, line 17	3-4,9,19,26-27,31-32										
X,E	US 6,559,769 B2 (ANTHONY et al.) 06 May, 2003 (06.05.2003), abstract; figure 6; column 4, line 48-column 5, line 6; column 17, line 44-column 19, line 6	1-20,23-40,43										

Y,E		21-22,41-42										
Y	US 2001/0043697 A1 (COX et al.) 22 November 2001 (22.11.2001), abstract; page 1, paragraph 15	21-22,41-42										
A,P	US 6,441,734 B1 (GUTTA et al.) 27 August 2002 (27.08.2002), abstract	1-43										
A,E	US 2003/0128099 A1 (COCKERHAM) 10 July 2003 (10.07.2003), abstract; page 5, paragraph 51; page 5-6, paragraph 59; page 7, paragraph 70-71	1-43										
<input type="checkbox"/> Further documents are listed in the continuation of Box C. <input type="checkbox"/> See patent family annex.												
* Special categories of cited documents: <table border="0"> <tr> <td>"A" document defining the general state of the art which is not considered to be of particular relevance</td> <td>"T" later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention</td> </tr> <tr> <td>"E" earlier application or patent published on or after the international filing date</td> <td>"X" document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone</td> </tr> <tr> <td>"L" document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified)</td> <td>"Y" document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art</td> </tr> <tr> <td>"O" document referring to an oral disclosure, use, exhibition or other means</td> <td>"&" document member of the same patent family</td> </tr> <tr> <td>"P" document published prior to the international filing date but later than the priority date claimed</td> <td></td> </tr> </table>			"A" document defining the general state of the art which is not considered to be of particular relevance	"T" later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention	"E" earlier application or patent published on or after the international filing date	"X" document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone	"L" document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified)	"Y" document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art	"O" document referring to an oral disclosure, use, exhibition or other means	"&" document member of the same patent family	"P" document published prior to the international filing date but later than the priority date claimed	
"A" document defining the general state of the art which is not considered to be of particular relevance	"T" later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention											
"E" earlier application or patent published on or after the international filing date	"X" document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone											
"L" document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified)	"Y" document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art											
"O" document referring to an oral disclosure, use, exhibition or other means	"&" document member of the same patent family											
"P" document published prior to the international filing date but later than the priority date claimed												
Date of the actual completion of the international search		Date of mailing of the international search report										
30 July 2003 (30.07.2003)		26 AUG 2003										
Name and mailing address of the ISA/US		Authorized officer										
Mail Stop PCT, Attn: ISA/US		Amelia Au										
Commissioner for Patents		Telephone No. 703-306-0377										
P.O. Box 1450												
Alexandria, Virginia 22313-1450												
Facsimile No. (703)305-3230												

INTERNATIONAL SEARCH REPORT

PCT/IL03/00186

Continuation of B. FIELDS SEARCHED Item 3:

IEEE, EPO, JPO, Derwent

search terms: airport, traveler, passport, customs, agent, guard, authority, luggage, baggage, abnormal, discrepancy, terrorist, threat, hazard, risk, vulnerability, alarm, security, alert